


**REPAIR
SERVICES**



Repair.Restore.Maintain.





Since 1936, Bolton Surgical has been manufacturing, repairing and maintaining surgical instruments and associated devices for healthcare organisations both here in the UK and internationally.

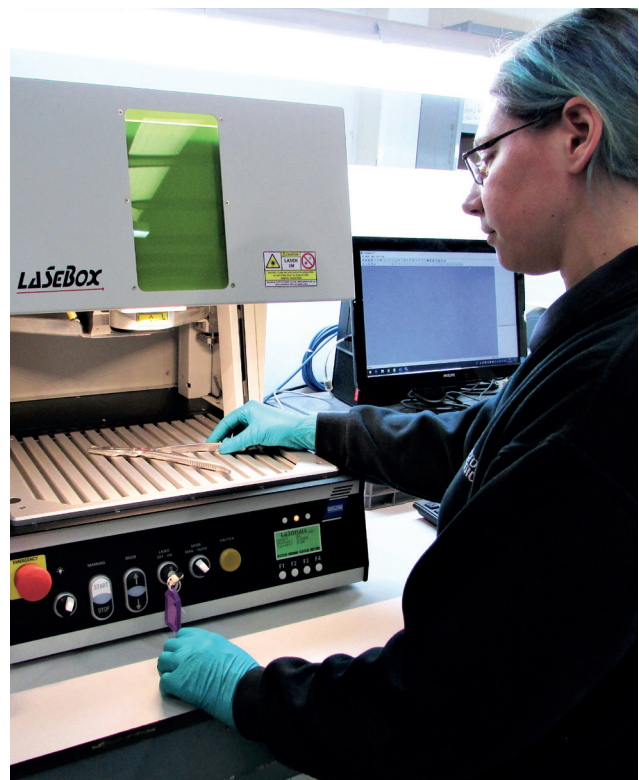
We pride ourselves as being the longest standing instrument repair provider in the UK today, we believe the key to our success is our customer first culture which is ingrained throughout the whole organisation, putting patient benefits at the forefront of everything we do.

The Healthcare Industry is changing at pace, adopting new thinking, new ideas and the very latest in technology. The repair and maintenance services we provide to our customers benefit from the best of both traditional and new technologies brought together to maximise quality and value for money. Operating from our Sheffield based factory our team of experienced repair engineers are dedicated to providing our customers with the highest quality repair and maintenance services.

Why Choose Bolton Surgical?

As a Bolton Surgical repair customer you can expect a comprehensive service that meets or exceeds all applicable standards and requirements.

- Repairs carried out in accordance with our ISO13485:2016 Quality Management System
- Turn around time of just 5 working days for all standard repairs – see ‘Our Repair Service Journey’ on page 6
- Fully batch traceable spare parts which are manufactured from materials compliant with all applicable standards
- Safe and secure transportation available through our own vans and drivers or our dedicated courier service
- Replacements and service exchanges available from a large range of stocked products
- Service Level Agreement detailing dedicated point of contact both internally on on-site, service availability and expectations.
- Consumables such as order pads, repair tags and transportation boxes included at no extra cost
- Full individual technical reports on all device repairs
- Systems optimised to enable full traceability of customers assets throughout the repair process
- Regular usage and spend reports available detailing types of instruments and devices sent and costs
- Open pricing policy and pre-pricing available or individual device threshold values can be determined by the customer
- Labour Standards Assured parts and service



Our Repair and Maintenance Services



General Surgical Instrument Repair



Laparoscopic Instrument Repair



Micro, Neuro and Ophthalmic Repair



Arthroscopy Instrument Repair



Monopolar and Bipolar Repair



Electrosurgical and Fibreoptic Cables and Connectors



Fibreoptic Instruments



Rigid and Semi-Rigid Telescope Repair



Power Tool Repair



Diamond Knife Repair



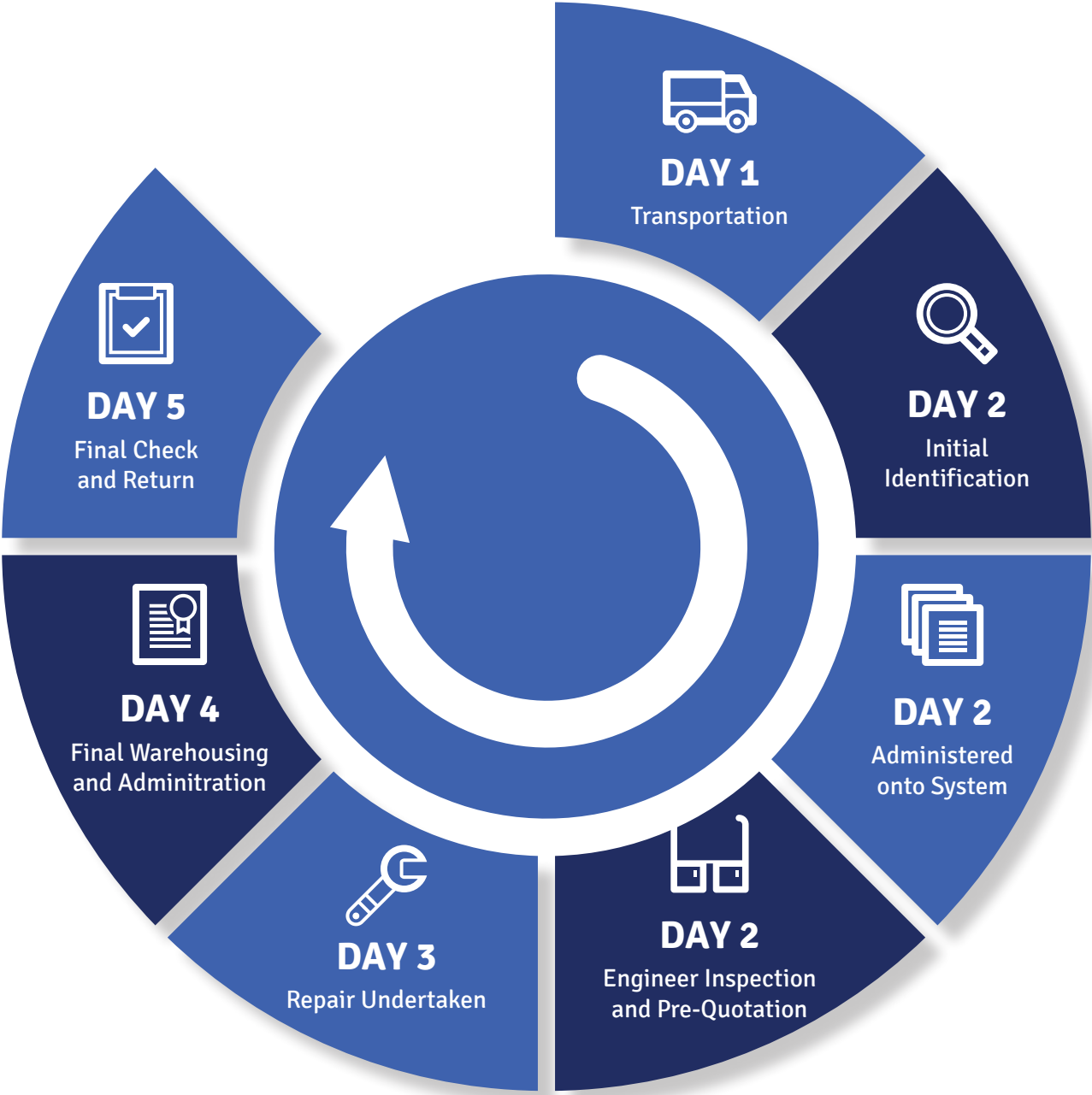
Authorised Genesis Container Repairer



Auditing of instrument Sets and Devices



Our Repair Service Journey



Let's Communicate

DAY 1

Transportation

Repairs are collected and delivered to our workshop in Sheffield via our own vans or through our dedicated courier service

DAY 2

Initial Identification

Decontamination status is checked and verified. All devices and instruments are checked against customers paperwork for both type and identification marks, everything is logged and any discrepancies are noted

Administered onto System

Each individual item within a customers order is uploaded onto our system. Works orders are produced for each item and items are separated into type, ready for inspection by an engineer

Engineer Inspection and Pre-Quotation

All instruments and devices are inspected, tested and risk assessed for suitability for repair. Any non-repairable items are flagged. Repair quotations are sent to customers if applicable and await authorisation

DAY 3

Repair Undertaken

Once authorisation is received, the repair work is carried out in accordance with controlled procedures, all work done and spare parts used are recorded on individual works orders

DAY 4

Warehousing and Administration

Instruments are passed through to our warehouse where they are cleaned, checked, marked with date of repair, bagged and collated ready for final check. Paperwork is collated and delivery notes produced

DAY 5

Final Check and Return

Items are given a final check against delivery notes and packed for delivery back to the customer

Our customers are at the forefront of everything we do. Our aim is to make all our interactions with you informed, positive and within a timeframe that is acceptable to you.

For further information about our products and services;

Please call us on

 **0114 2404400**

Please email us at

 **sales@boltons.co.uk**

Visit

 **boltons.co.uk**
for the latest up to date information

Or connect on one of our social media channels

 **@BoltonSurgical**

 **@BoltonSurgical**

 **Bolton Surgical Ltd**



ISO 13485 Certified Company, Labour Standards Assured

We don't just repair, restore and maintain!

Let us introduce you to other
products and services available
from Bolton Surgical;

- Manufacture and Supply of Surgical Instruments from a standard range of over 3500 products and our specialist non-standard range of almost 6000 products
- Wide range of Fixation Baskets, Standard DIN Baskets and Holloware
- Extensive range of Electrosurgery Products and Accessories
- ScopeControl Automated Telescope Testing and Validation Unit
- GuideControl FibreOptic Cable Testing Unit
- Mitt-Mat Surgical Hand
- Auditing of Instrument Sets and Rigid Telescope Inventory using ScopeControl

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